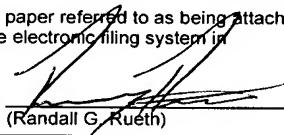


I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: February 5, 2008

Signature:



(Randall G. Rueth)

Docket No.: 29516/38347
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Terry Hamer

Application No.: 10/675,431

Confirmation No.: 6194

Filed: September 30, 2003

Art Unit: 2161

For: MANAGING CHANGES IN A
RELATIONSHIP MANAGEMENT SYSTEM

Examiner: Chelcie L. Daye

AMENDMENT IN RESPONSE TO NOVEMBER 5, 2007 OFFICE ACTION

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INTRODUCTORY COMMENTS

The Applicant submits the following amendment:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 20 of this paper.